Hillsborough County Civil Service
Employee Grievance Form
CS Form 6D

Section 1:
To: Director
Civil Service Board
County Center, 17th Floor
601 East Kennedy Boulevard
Tampa, Florida 33602

[Signature]
(Date of previous Management Official’s Response)

NOTE: To be acceptable, an appeal must be filed within five (5) working days, or seven (7) calendar days following the previous management official’s suggested solution.

Section 2:
In accordance with Civil Service Rule 14, I hereby request a formal review and/or hearing by the Civil Service Board to resolve the grievance as described on the attached CS Form 6A.

As evidenced by the enclosed documents, this matter has been presented to the appropriate management officials within my department/agency, as required by Civil Service Rule 14.

I BELIEVE THIS GRIEVANCE MATTER IS IN VIOLATION OF CIVIL SERVICE LAW OR RULE(S) AND/OR APPOINTING AUTHORITY POLICY(S): Discrimination in the workplace.

Section 3:
(Employee’s Signature)

(Employee’s Printed/Typed Name)

(Employee’s Agency/Department)

Number of Attachments
1. CS Form 6A
2. CS Form 6B
3. CS Form 6C

CS Form 6D (05/05)
March 22nd, 2018

Hillsborough County Civil Service Board
Director
Civil Service Board
County Center, 17th Floor
601 East Kennedy Boulevard
Tampa, FL 33602

To the Hillsborough County Civil Service Employee Grievance Board, I would like to
give you a brief overview of who I am and my service here with the Hillsborough County
Sheriff’s Office. I started working for the agency on November 23rd 2015 as a detention
specialist. I was trained for one week shadowing Emily Dorman (now supervisor). After
shadowing with Emily Dorman for one week, I was then placed to shadow with Laura Ellsworth
(who has now resigned) on Domestic Violence for 3 days. After Thanksgiving I was seeing
clients on my own after 5 days training with DUI cases and 3 days training with Domestic
Violence cases.

I have definitely made my share of mistakes especially due to training by “shadowing”
probation officers. I feel like I was set up for failure from the beginning. However I persevered
through the 250 cases, intakes (which are new clients reporting from court), missing lunches, not
being able to take a break and still showed up for work to do the best job I could with the
resources provided.

Over the years working here I have gone through three surgeries (see attached
documentation). After each procedure, against doctor’s wishes I came into work because I did
not want my fellow co-workers to pick up my work due to my medical issues. Last year my 88
year old grandfather became ill, who raised me, so I sold everything in my apartment and moved
to Orlando to care for him. Also during this time, I adopted my 9 year old nephew whose mother
could not care for him at the time. I have been driving over 3 hours a day to keep my job and
take care of my family and not once have I complained. In fact, no one in this department even knew I was making the commute until I brought it to my then supervisor (Emily Dorman) to see if it was possible to either move to the Plant City location, or work 7:30am to 4pm to avoid the traffic. I mention this only to give you background on my dedication to my job and this department. By no means is this the department’s fault that I chose to uproot my life to take care of my family and I was reminded of this during a meeting with Lt. Bates-King, Tina Kline and Mr. Houge “It was your decision to move to Orlando”

On March 21st 2018 at approximately 4:20PM, I was approached by supervisor Catherine Gill in regards to a client that I signed a warrant for back in July 26th 2017. The client appeared before Judge Valkenburg on October 12th 2017 in custody with an attorney. On this day, the client was revoked and reinstated on probation for 9 months with some modification to her probation. Typically the client is advised to report within 48 hours of release from jail to check in with probation, unless there have been different arrangements made and an appointment has been set by a probation officer or supervisor if the client can’t report within that time frame.

At that time, the office assistant Rosliand Alvarado was in charge of sending out letters to the client’s who fail to report within 48 hours with an appointment time and date. There is a report that had the client’s name on there and for some reason the person was missed. If the client fails to report, a warrant is then written by the court representative which on the date of October 12, 2017 was (Catherine Gill). It is also the job of the court representative which at the time (Catherine Gill) to change the status of the client from “inactive case closed” to “active open” to make sure the client shows up on reports we run on a monthly basis. Office Assistant Rosalind Alvarado did not send out a “failure to report within 48 hours letter to the client in question Ms. Brenda Steinmetz, case number 17CM004057. At this time in October 2017, most
detention specialist was not monitoring the cases that were on warrant status because we were not advised to do so until the following month in November.

It was not until November 8, 2018 an email was generated by supervisor Emily Dorman that was to be effective immediately (please see attached) November 8th, 2018 that the detention specialist were to start contact the client and keep track of them by sending them letters to report. Email reads on November 8th, 2017:

“When cases that are in VOP status are reinstated, continued OR the case is reset for a future court date, the detention specialist needs to reach out to the client in a attempt to have the client report. The contact can be a documented phone call or a letter to report. “

-Emailed to the entire department on November 8th 2017 at 3:56PM.

This case in question 17-CM-004057-A, the detention specialist was not tracking clients on violation of probation status because the instructions to do so were not generated until the following month.

In this particular situation, the office assistant missed the case and a “failure to report within 48 hours of court date” was not generated and mailed to the client. In this case, the detention specialist would take the role of support if called to court on the case not generated the client. Also an email sent on November 2nd 2017 from supervisor Karen Lafumee (please see attached) emailed the department as a reminder for revoke and reinstates:

“If your client has been revoked and reinstated: the Court Representative will handle the administrative changes on the case such as: preparing the new judgment, adjusting the new term dates and changing the active status”

The “status” was not changed from inactive violation of probation to “active open case”, which is supposed to be completed on the date of 10/12/18 by the Court Representative
Catherine Gill, which is now an alleged supervisor. The decision was made my Tina Kline (manager) that I would be held responsible for the missed case because an email was generated on the date of October 12th, 2017 that the client was revoked and reinstated. After review of Kronos I was actually out of the office that day due to one of my medical procedures. I am being targeted by supervisors and managers of this department for the incident is because the person(s) responsible are well liked in the department and don’t want to take responsibility for their actions. If this case was properly set up from the beginning, status changed and letter mailed, the case wouldn’t be missed. The detention specialist is not responsible here; the issue is inadequate leadership within this department. Instead of taking responsibility for their actions, because performance reflects leadership, they rather let the detention specialist who barely has time to use the bathroom or take a lunch due to the work load take the blame.

The reason for this grievance is not just for this incident but for previous future issues within this department that can be corroborated with emails/screenshots/coworkers. During the day they were calculating my vacation time and sick time and I didn’t know why that was happening until this situation. They did research to find out I was out of the office the day of the court date, which was irrelevant. Not only am I being discriminated against for not signing the observation form but I feel due to my medical issues they would like to get rid of me so they don’t have to deal with it or working around my doctor’s appointment.

Some of my co-workers who are afraid to come forward offered to write character witness statements on behalf of how I treat everyone in this office. I thought that would be a great idea until I was then told my Lt. Bates King I am not allowed to solicit my co-workers to do so. Once again, conclusions regarding my character is being tarnished. I only followed up with fellow co-workers who thought it would be a great idea because they feel I am begin
mistreated. My question is how can they solicit the office to try and write statements against me being intimidating and aggressive however when my co-workers want to stick up for me, I am now being told I can’t have that happen. It seems the management in this department would like to the employees to follow EEOC regulations and SOP regulations however they do not feel they are entitled to do so.

The management in this department doesn’t want to write up their now supervisor who did not do her job on October 12, 2017 by changing the status to active open case so that if the PO missed the opportunity to send out a letter within 48 hours it would’ve been caught when the “no contact” report is ran once a month and a letter could’ve been mailed at that time.

I’ve requested multiple times for changes within this office and the lack of communication and I’ve requested for a new supervisor (which was denied). For two years and each time I bring up the lack of communication or the way we are being treated or spoken to, they go back and fine a case or two and find a change the communication speech to “coaching” on a case or issue that is old, new or closed to state that case management is the problem. This is done because they would like to cover themselves at all costs to pretend it is the detention specialist and not their process. I’ve been in therapy since November 2017 to deal with the injustices I am facing in this office and how I am spoken to and treated. I can provide my therapist information in needed to corroborate my therapy.

Until this department is properly investigated and detention specialist are able to speak about what is going on and what has been going on since the department opened the turnover rate will continue to be high and you won’t be able to keep good quality employees because they rather run than to say anything. I encourage you to call each person who either resigned or was forced to resign to get a better look at what goes on in this office. My co-workers are afraid to
speak out against the department for fear of what is happening to me. They do however call me and check on me to make sure I am okay.

Tina Kline (Manager) and Lt. Bates-King also tried to get my co-workers to express that they are “threatened by me or feel intimidated by me” and my co-worker who felt they needed to let me know they are “out to get me” that this was going on. I do not feel this is professional at all and this is a direct knowledge from the person who was approved by both individuals that they are trying to find a way to get rid of me. This is direct discrimination and as an African American woman I feel this is a form of injustice and prejudice due to the stigma associated with our race begin labeled as aggressive and intimidating. If I was aggressive, throwing things and cursing my co-workers who were still in the office would’ve heard me (Courtney Gomez, Merissa Clark). I encourage you to contact my fellow detention specialist and ask them about any encounters with me where they feel I was aggressive. I was raised to greet the janitor with the same respect as the CEO and I live by that statement. I take care of my 88 year old grandfather and I’ve adopted my 9 year old nephew I am far from the words they have been said about me from management. My character is being assassinated by Emily Dorman, Tina Kline and Catherine Gill who used statements that I said and enhanced them to make it seem like I am a problem in the office.

On the day in question March 21\textsuperscript{st} 2018, it was stated my Emily Dorman (supervisor) that on my way leaving the office I stated: “I will be going to HR to turn in my badge in the morning”. This statement is false, what I stated to Emily Dorman, because she asked me what was wrong was: “I will be going to HR to file a grievance against this department because they need to know what is going on here”. She used the words I stated to her advantage and typed a false statement to her Manager Tina Kline. Unfortunately they believe Emily Dorman statement
over mine. I explained to management if I were to turn in my badge, I wouldn’t need to take it to HR, I couldn’t left it with the major along with my key fobs. This is just another way my words are twisted and used against me by both Emily Dorman and Catherine Gill because of personal reasons not business reasons. They want me gone from this department so they will say and do anything possible to make that happen.

On this same day Catherine Gill (supervisor) stated I was throwing things in the office and cursing. Which once again are false statements which will be corroborated by my co-workers who were here at the time I was packing my things. Once Catherine told me she would be doing an observation against me I said to her: “I am not to blame for this incident and I won’t sign the observation sheet because it is not my fault”. “Do you guys like when people who work hard leave this department? You must like for them to quit because you guys really love to blame me for things that is not my fault”. At no point did I yell at her or curse, those are my exact words to Catherine Gill. I was explaining to her I did not agree with the observation sheet and I do not understand how this is a correlation to insubordination. According to Webster Dictionary the definition of insubordination is:

1. defiance of authority; refusal to obey orders.

There were no orders given to me on this day, I was told I am at fault for the case; I disagreed with her and used my right as an HCSO employee not to sign the observation sheet. On the same day I packed up the things in my office because I was told my Lt. Bates-King that refusal to sign an observation sheet can lead to termination. So my thought process was to go ahead and pack up everything because I figured I would be fired the next day when I returned to work.
I’ve dedicated myself to this job and I always make sure to not only treat my co-workers with respect but even the defendants who I see on a daily basis. I encourage the department to make phone calls, ask about my character, call client’s and ask how their case is going. I know it is tough to sometimes deal with a situation where there are claims coming from each directions however, if the research is completed and calls are made and statements are made from a combination of past employees, current employees and even clients my character will speak for itself.

I’m sure the department doesn’t know how many clients we actually see per day? Please don’t go by the reports you are given. Those numbers do not include clients we see for coworkers who were asked to leave or those who left before they had someone to take their position. We also see daily intake or new clients who report from court. I would say right now if you add in the clients who are seen on a rotation basis we are averaging between 200 to 220 clients seen. The reason they leave the case count open and don’t assign them to a probation officer is because when it’s time to show the report for the individual client’s assign to the probation officer it fails to show who we saw on a rotation for detention specialist who are no longer working here.

I drive over 3 hours a day to get to and from work and it was a responsibility I chose to take on to help my family. I spend time away from my kid in order to catch up on work and complete tasks so that everything is in tip top shape in case the cases are audited. I have so much respect for everyone’s contribution to the department as a whole however; it is not reciprocated by management at this time. I will be more than happy to give details of every account if need be and ways in which I am not only being targeted but being discriminated against because I am trying to stick up for myself.
Using words to my co-workers as aggressive or intimidating are words used to describe minority women on a daily basis. The same is happening in this department and has also been verbally told to other minority women in this department some who work for the agency and some who’ve put in their two weeks’ notice. I feel like as whole the management and supervisors in this department have personally targeted by labeling me and forcing thoughts down the minds of my coworkers who want to stand up for what is right but they are afraid of the same treatment I am receiving.

I would like this be handled internally so that I don’t have to deal with court and lawsuits however, I do not believe that I should be investigated for insubordination because I refused to sign the observation sheet. I would like know how it is legal for management to go behind my back coercing to get my coworkers to write a statement against me in order to build a case to get me fired or to bully me into resigning. Currently I am the one who in fact feels intimidated and threatened by what are suppose to be the people I can turn in this department. I am reaching out for help and for someone to hear me and actually believe me so that this department can improve and things can change for the better. Having management of this kind that would recruit employees to band against me in order to begin and investigation case against is breaking my rights and those of the EEOC.

I have followed the chain of command by speaking to my supervisor, manager, LT and I even requested a meeting with the Major however no one seems is taking my request serious so I have no choice but to contact the Hillsborough County Civil Service and EEOC. Both grievance (filed 3/21/18) and case with EEOC (filed 3/30/18) were filed prior to the Lt. Bates-King and Mr. Houge explaining to me on 4/3/18 that they will be an investigation for insubordination. So this is not a retaliation on my part, however I feel this is a retaliation against me for sticking up for
what is right and what is wrong within this department. Every day I am called into the office
with new and false claims against me and at some point this is considered work place
discrimination and harassment. I would like a resolution to this issue so that I don’t have to go to
the media for help or hire an attorney for workplace discrimination.

Respectfully Submitted,
Stephanie Williams
snwillia@hcsotampa.fl.us
407-883-9007
New Items and Reminders from Manager's Meeting 11/1

From: LAFUMEE, KAREN L
      <klafumee@hcso.tampa.fl.us>
Subject: New Items and Reminders from Manager's Meeting 11/1
To: ELLIOTT, AEOLIANA
    <aellio01@hcso.tampa.fl.us>, GOMES, BRENDA E
    <bgomes@hcso.tampa.fl.us>, Casey Cochran
    <ccochran@hcso.tampa.fl.us>, GOMEZ, COURTNEY D
    <cgomez@hcso.tampa.fl.us>, WOULLARD, DEONZIA J
    <dwoullar@hcso.tampa.fl.us>, ELIZABETH DIAZ-SANTOS
    <ediazsan@hcso.tampa.fl.us>, DAVIS, JAMES M
    <jmdavis@hcso.tampa.fl.us>, GARCIA-GRIFFITH, JESSIE
    <jgarcig@hcso.tampa.fl.us>, WELLS, KIMBERLY A
    <kwells@hcso.tampa.fl.us>, BASILA, KRISTIN E
    <kbasila@hcso.tampa.fl.us>, ELLSWORTH, LAURA L
    <lellswor@hcso.tampa.fl.us>, LISA A ESSEK
    <lessek@hcso.tampa.fl.us>, REBMAN, MARK E

Thu, Nov 02, 2017 09:26 AM
note and then you prepare the necessary document to close out the case and submit to a Supervisor. If your client is revoked & reinstated, type up a detailed case note, inform the court representative and (see below).

4. Revoke & Reinstates: If your client has been revoked & reinstated: the Court Representative will handle the administrative changes on the case such as: preparing the new Judgment, adjusting the new term dates and changing the "active" status.

As always, if you have any questions PLEASE ask a Supervisor!

Karen LaFumee
Supervisor
HCSO Misdemeanor Probation
813-242-5579 (Plant City)
813-247-8455 (Orient Rd.)
klafumee@hcso.tampa.fl.us
Updates from Managers' Meeting

From: DORMAN, EMILY J <edorman@hcso.tampa.fl.us>

Subject: Updates from Managers' Meeting

To: ELLIOTT, AEOLIANA <aellio01@hcso.tampa.fl.us>, COOK, MARIA <mcook@hcso.tampa.fl.us>, WOULLARD, DEONZIA J <dwoullar@hcso.tampa.fl.us>, REBMAN, MARK E <mreberman@hcso.tampa.fl.us>, BASILA, KRISTIN E <kbasila@hcso.tampa.fl.us>, JONES, NICOLE C <ncjones@hcso.tampa.fl.us>, ALVARADO, ROSALIND <ralvarad@hcso.tampa.fl.us>, BAKER, MONA G <mbaker@hcso.tampa.fl.us>, MITCHELL, YOLANDA S <ymitchel@hcso.tampa.fl.us>, STEWART, MARY L <mlstewar@hcso.tampa.fl.us>, GOMES, BRENDA E <bgomes@hcso.tampa.fl.us>, WOLFE, SHANNON M <swolfe@hcso.tampa.fl.us>, PERGAKIS, MELISSA A <mpergaki@hcso.tampa.fl.us>,

Wed, Nov 08, 2017 03:56 PM
Good Afternoon Everyone,

**A few updates from today's managers' meeting:**

- **Effective Immediately:** The Income Verification contact needs to be implemented by everyone when completing an initial intake and also when a client indicates their income and/or employment has changed.

- When cases that are in VOP status are reinstated, continued, OR the case is reset for a future court date, the detention specialist needs to reach out to the client in an attempt to have the client report. The contact can be a documented phone call or a letter to report.

- **Effective Immediately:** Division A, Judge Valkenburg, will only require treatment from DUI Counterattack if it is required. She indicated that her court dockets will continue to read 'DUI school and any recommended treatment by the DMV' but she has made it clear that she only wants treatment to be a condition of probation if the DMV is requiring the treatment in order for the client to get his/her license back. The preference sheet has been updated in the G Drive.

- Sandra Pratt will be the peer representative for the Tampa office and Casey Cochran will be the peer representative for the Orient
never made an offer to assist.

On my monthly reports and "no show" letters, status of the case so that it can show he
this time in October never changed the

The Court representation continued. If I

[Further text, but not legible due to handwriting and image quality]
mail?

No she isn't
I'm on lunch
Upstairs

I'm coming up real quick

K

Friday 7:09 AM

Yesterday they asked me and Tanisha if we felt intimidated by you 😐. Apparently you're Regina George now 😆
Omg
Why are they doing this
I've never had anyone said these things about me before
They can't go around trying to do that. That's like trying to force that in your mind that I'm aggressive. Which I'm not. It really breaks my heart that my own supervisors would try to get false confessions out of my coworkers to get rid of...
Supervisors would try to get false confessions out of my coworkers to get rid of me.

I was like no I'm not. Then she asked if I saw you Wednesday after work and I said yes and she was upset, rightfully so because more than one person should be held accountable. Then I told Tanisha she would probably get called next and they called her like 30 mins later.
Like I can't even think of a time you were "aggressive" except for when you stuck up for me against Ty Trainor.

I'll let you enjoy the rest of this time with your family. I hope you feel better 😊.

Friday 8:53 AM

And I will always stick up for my coworkers when they are attacked by my attorneys.
Going? I had dinner with Sandra and she mentioned your situation... I feel horrible that I didn't answer your call. I was sleeping/medicated for another sinus infection. Sorry. I hope you got it worked out.

I don't want them to think I'm trying to build a case against me. I feel cornered.

I can't believe they are asking people if I make them feel threatened.

Subject: iMessage
This is absurd. I honestly feel like making an HR complaint FOR you, but I don’t want to make things worse. This has to be classic hostile work environment.

It is.
I’m crying.
I should be worried about saying goodbye to my paw paw.
But she said she wanted to let me know because she felt I...
This had to be classic hostile work environment

It is

I'm crying

I should be worried about saying goodbye to my paw paw

But she said she wanted to let me know because she felt I deserved to know

I'm thankful to have. People like you guys because I would be fired

For what it's worth now:

Subject

iMessage
For what it's worth you do have friends here too. Probably why they haven't asked me anything 😊

You know what's horrible. Tanisha was on vacation last week so they are just searching and searching until they try to find someone they can bully into writing down that I'm aggressive

Geez 😞
can bully into writing down that I'm aggressive

Geez 😞

Just concentrate on your family right now boo

Pawpaw is WAY more important

Agreed! This stuff isn't helping right now.

Years from now these petty politics won't matter
Lol you might have they been in there conjuring up stuff today
Idk what to expect next

Thursday 8:35 AM
Hey... mercedes just sd the sooner the new hires r on the floor, the sooner we get Stephanie....

Smh
April 4, 2018

To Whom It May Concern,

I am writing to state that Stephanie Williams and I work well together. She is always professional, courteous, and friendly.

Thank you for your consideration.

Nicole Jones
Community Service Coordinator
Office Assistant II
April 3rd 2018

To Whom It May Concern,

I have worked with Stephanie Williams for about 3 years. It has been my experience that she is kind, always willing to listen and a team player. She is respectful to her clients and fellow coworkers. I have never heard her raise her voice or be rude to anyone. I have enjoyed working with her and I do not agree what the department is trying to do to her.

Fellow Coworker who would like to remain anonymous